Spring Retreat Helps FOCL Explain What It Stands For

Just what is the Friends of Connecticut Libraries and why should I care about it?

Almost 20 members of the Friends of Connecticut Library board and others interested in defining more clearly what the group is about met March 24 at the Middletown Library Service Center to answer that question at a retreat.

The result was the creation of drafts of a mission statement, a vision statement and a list of core values for the organization.

The mission statement: Friends of Connecticut Libraries is a statewide support group whose members believe libraries are essential. FOCL exists to promote library enrichment by helping Friends groups

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Publicize Your Friends Group To Help It Grow — And Survive

Library Friends groups need to publicize themselves not only to draw people to their events but just to survive, according to Nancy Frede of Frede Enterprises.

“Marketing is how you can recruit people of different ages,” she said, answering the often repeated question of how to get younger people to join.

Frede spoke to the approximately 60 people from 30 Friends groups at Boot Camp 2012, organized April 21 at the University of Hartford by the Friends of Connecticut Libraries.

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Answering The Insurance Question

At the Fall 2011 FOCL Conference, FOCL was asked whether it provides insurance for Friends member groups. After a lengthy investigation by insurance professionals, it was concluded that it would not be cost effective for FOCL or FOCL members to offer this service.

FOCL members looking to obtain both general liability coverage for their events and meetings as well as directors’ and office

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Friends groups need their own Facebook page as well as their own web page, the website expert for Friends of Connecticut Libraries told a group of about 20 people at Boot Camp 2012.

“The reason why your group needs Facebook is because, 1, it’s free and 2, this is how a segment of the population communicates with each other,” said Adam DeLaura, technical librarian for the Bristol Public Library. He explained that when someone does a Google search for something such as a library, the Facebook page is one of the first results.

Friends groups also need a personal web page but unlike those, when you update a Facebook page your “fans” get a message that you have updated it.

“Someday the under 50s are going to be the over 50s,” DeLaura said, and the way to reach many of them now is through Facebook.

DeLaura showed a page that the Manross branch of the Bristol Public Library has that showed 73 fans. Although this is not that large a number, he asked how many people a group reaches when publicizing something by word of mouth.

If a Friends group doesn’t think any of its members knows how to set up a page they can ask for help, either paid or maybe get a teenager or a college age student to volunteer. Then someone in the group can add updates.

He also recommended they make friends with any technical people working at the library – home-baked goods help! – so that they help if they can.

A Facebook page should be created using the Friends email address (Gmail is great for that, DeLaura said) rather than a member’s. Then other Friends who are designated can use it.

Any Facebook presence is good for a Friends group but a more effective one will have an opening photo of “something awesome,” he said, something important that will grab the viewer’s attention.

The page can also include events that the group is sponsoring or its history. DeLaura recommended that unlike a group’s web page, anything on its Facebook page use casual language. Items on both types of pages should be short and sweet.

A group might want to pose a question on its Facebook page that the public can answer to draw people in. At a book sale a group could photograph someone with a book he just bought and then post the photo on Facebook.
Once they have a Facebook page, Friends groups need to let people know they have one, by including it on business cards, posters and their web page. They can even send a press release announcing it.

Friends groups should have web and Facebook pages independent of their library’s pages, Delaura said.

That way they can make changes at any time. They still should be listed on the library’s pages but with links to their own pages.

Delaura recommended WordPress as a very good and easy way to create web pages. WordPress sites are free but limited in size. However, that is probably enough for a Friends group.

Just like Facebook, a website needs to make a strong impact with its opening page. But the message can be pretty simple, he said: what the group is, how someone can join, when and where its book sale is and how someone can donate. Mention your Facebook page on your web page.

Make sure the background is light with dark type. Red type is especially hard to read.

“My favorite saying about web design is ‘just because you can, doesn’t mean you should,’ ” said Carole Eckart of the Salem Friends.
Friends of the Bethel Public Library held a meeting and music program on April 24. The Edukated Fleas, a ukulele duo comprised of Wendy Matthews and Greg Doyle, not only entertained but also told of the history of the ukulele, its songs and its composers.

On June 26 they will sponsor a travelogue with Dr. Gerard Brooker, who will show the jungles of New Guinea and share his experiences with primitive Dani Indian tribes and the Komodo Dragons of Rinca Island.

Friends of the Bethel Public Library also helped reach the board of director’s capital campaign goal for the second floor. The building project is underway.

Friends of the Mystic & Noank Library held their Second Annual Indoor Yard Sale on March 30 and 31. Their “Cellar-Dwellers” sorted and priced games, toys, knick-knacks, dishes, cookware, jewelry and miscellaneous stuff in preparation for the sale.

In December, they held their third Like-New Holiday Book Sale, their most profitable yet.

Friends of the Watertown Library held their 7th annual poetry contest for grade 1–5 students in April and had a reception in May to honor all the poets.

On Sept. 24, they will welcome Kenneth Gloss of Brattle Books for a presentation on rare books and what makes them rare. He will also appraise books for those attending.

Friends of the Lucy Robbins Welles Library in Newington recently held an open house to introduce Friends members (and potential Friends members) to the volunteer opportunities available to them. Printed information on the book sale committee, the membership committee, the hospitality committee and various other committees was distributed, and committee representatives were available to answer questions. Members filled out forms to provide contact information and to identify which committees they were interested in joining. As a result of the open house, the Friends now have several new volunteers.

Khorshed Randeria, president of the Friends of the Fairfield Public Library, leads the International Authors Book Club in a monthly discussion of great books by international authors. In May they discussed “Winter's Tale” by Isak Dinesen. In April they discussed “Norwegian Wood” by Haruki Murakami.

The Friends of the public libraries located in Groton -- the Groton Public Library, the Bill Memorial Library, and the Mystic & Noank Library -- jointly sponsored their Sixth Annual Edible Books Festival in April. Hosted by the Groton Public Library, this family event featured edible creations based on books in form or theme that were in good taste and tasted good. “Book” tasting was included.

Friends of the Enfield Library presented “Friendship Baskets” from Feb. 6 – March 2 as a winter fundraiser. Picnic baskets, welcome baskets and baskets for every occasion were on display. They contained items for gardeners, cooks, shoppers, kids and pets. Some baskets had items from local stores and gift certificates to local restaurants and golf courses with books in every basket. There were at least 30 baskets for the March 5 drawing.

Friends of the Scranton Library sponsor the “Scranton Sunday Knitters,” which meet every third Sunday of the month from January to June. Knitters of all skill levels gather for chat, project ideas and help.

Friends of the Portland Library experienced a terrible loss of their book sale inventory of
Friends, continued

(Continued from page 4)

175 boxes that were destroyed by flooding. The Friends reached out to their community and were overwhelmed by the response! In three short months, they collected more than they lost. When they had the fall sale, it was successful!

For the third year, the Portland Friends served as the organizing sponsor of Family Shakespeare, a program that brings a professional Shakespeare production to Portland. This past August, many people gathered on the Portland Town Green to watch New England Shakespeare’s excellent production of “Measure for Measure.”

Friends of the Blackstone Library sponsored a demonstration on the evolution of an oil painting on May 19. Shoreline artist John Falato, showed how a painting develops starting from a blank board, to a sketch, and finally to the completed image.

Friends of the Avon Library sponsored several iPad workshops in January: learning how to set up and use Apple’s iCloud service in “Making the most of iCloud;” learning how to use the Overdrive Media Console app on your iPad to download ebooks and audio-books in “Ebooks on an iPad”; and learning the basics of using an iPad in iPad 101.

Friends of the Guilford Library sponsored the first local screening of the indie film “The Green” on Dec. 8. The movie tells a story of a private school teacher accused of inappropriate behavior toward a student. Directed by Steven Williford and produced by Guilford’s Paul Marcarelli and Molly Pearson, the movie was filmed in Guilford, on and around the green. It has garnered many rewards. The movie will be shown again June 4.

In December, New York Times columnist, Bob Tedeschi, presented “Apps for Everyone.” He explained what an app is, what it does, why you need it, and where you get it. Those who brought in an Apple product or smart phone, found out how apps bring efficiency and information to the palm of your hand.

Insurance, continued

(Continued from page 1)

1. Obtain event coverage from the Tenant Users Liability Insurance Program (TULIP). This is probably the best option for groups that have one small event or fundraiser a year. The cost is estimated to be about $200

2. Obtain an annual general liability policy covering all meetings and events. This approach would provide additional coverage and remove the possibility of having a meeting or event not covered because a day policy wasn’t obtained from the TULIP program. Business property, such as books collected for sales, and theft of money could also be covered. If a Friend’s group has more than two events a year, there would be cost benefits by obtaining an annual policy instead of three or more individual policies from TULIP.

3. Directors’ and officers’ liability coverage is also available. Options are available with limits as low as $500,000 and annual premiums as low as $595.

At last fall’s conference, a representative from Bearingstar, Kate Houlihan, presented a program on this subject. As a result of that program Bearingstar has agreed to work with FOCL to make the above coverages available.

In addition, as a member of The Alliance for Nonprofit Growth and Opportunity, which brings business expertise to help nonprofits, FOCL members are eligible for discounted auto and homeowner’s insurance program offered by Bearingstar and Arbella Insurance. This program offers discounts of up to 30% to qualified individuals. All board members of FOCL groups may apply. For more information contact Kate Houlihan at Bearingstar, 860-387-8198 or kate.houlihan@Bearingstar.com
Communicating Is Key For Friends Groups With Many Members

Friends gathered at Boot Camp to discuss communications within our large groups, between our groups and our library communities, and between our groups and our greater communities. Eleven of us represented eight communities.

Moderator Polly Fitz introduced Charmaine Glew, a longtime member of the Friends of the Simsbury Public Library. Glew explained that the Simsbury Friends work closely with the library board of trustees.

A Friends representative attends board of trustees meetings and reports on Friends activities. A board member attends Friends meetings and reports on board activities. The library director attends both meetings.

About 30 people attend monthly Friends meetings. Their annual meeting with an author and a luncheon draws about 100 people, and they have bus trips in both spring and fall.

The Simsbury Friends advocated for restoring hours to their town library. They needed to ask Friends to attend board of selectmen and board of finance meetings. To reach members and encourage attendance, the Simsbury Friends sent emails using a service called Constant Contact. To identify themselves as Friends at meetings, they wore big buttons that read, “Restore Six,” making it obvious that they were there to support the library.

To collect names and email addresses of potential supporters in the community, the Simsbury Friends held a raffle; participants entered that information on their raffle tickets.

To increase their community contacts and thus expand their support base, the Friends set out to collect more email addresses from community members. They held a raffle with a drawing; participants were asked to enter their email addresses on the tickets.

To further reach out to the community, they established a new committee – social media. They now have a Facebook page and a web page.

All these activities are geared to reach more Simsbury residents and consequently to increase support for the library.

After the report about Simsbury, many topics were covered: fund-raising, members’ perks, volunteers at book sales and other events and making the community aware of what the Friends do for the library.

Some information discussed:

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Communicating, continued

When both the library board and the Friends are raising money, the situation can be confusing to those being solicited. It must be clear who is raising money for what. It helps if the mailings look different and if drives are at different times of the year.

To recruit and retain volunteers, make contact on a timely basis with people soon after they volunteer. Have something for them to do to get involved. The Branford Friends decided that they needed to rotate volunteers so as not to ignore them and thus lose them. They set a goal of increasing the number of volunteers by 20% each year.

Friends groups should take advantage of local newspapers, sending information on events to the paper or inviting the local contact to Friends events to gather data, and possibly take photographs, for articles. Some groups have access to Patch.com, an on-line newspaper that will publish event information.

Friends groups often sponsor library programs. If attendees are told that the Friends sponsor the programs they will have a better idea of what membership dues and donations to Friends are used for and may be more willing to become members themselves. A sign saying, “Sponsored by Friends of the Library” prominently displayed at programs would help, as would an announcement by the person running the program. A suggestion was made to also place a basket at the event inviting donations to “Help defray costs.”

Reaching out to different community groups to provide volunteers for Friends events will also get the word out about Friends and their activities. For book sales, where Friends need muscle to move books as well as people to keep things in order, volunteers around the state include high school students, prisoners, Boy Scouts and Girl Scouts, Junior Women’s Clubs, Rotary Club, and the National Charity League.

Friends solicit memberships in different ways. Some have annual memberships with a set membership year. Some have rolling memberships with each person’s membership being for a year but beginning when he first joined. Some send members a personalized invoice requesting that they renew. Others include a membership envelope in their newsletter. Some periodically do a town-wide mailing to increase membership. Each has to do what works best in their community.

To attract and retain members, many groups offer special benefits for members: a newsletter with information about events at the library as well as Friends activities; previews at their book sales, sometimes with admission charged, sometimes free; token gifts such as tote bags, bookmarks, and coupons for a free book, coffee, or forgiving fines; or new members get a label in a book in honor of their birthday.

On Election Day, Newington Friends sit at polling places displaying library flyers and brochures and offering applications for library cards. This helps the library by increasing the number of registered library patrons. It benefits the Friends by increasing their exposure.

Those present agreed that Friends are essential and invaluable to libraries, that sharing ideas is wonderful, and that we all should really visit other libraries to see how they do things.

Save The Date For FOCL’s Fall Conference

Fall Conference at Central Connecticut State University
Saturday, Nov.10
Conference theme:
“How To Attract and Keep Active Members”
Friends From Small Towns Share Tips On How To Thrive

More than a dozen friends groups participated in the “Communications in Small Towns” discussion, moderated by Mary Engels, at the fall Boot Camp. The groups ranged from the new and small in membership to larger, more established ones. All had tips and topics to share.

Beacon Falls members, resplendent in matching t-shirts (the result of a contest the group held) explained that they post frequently to their Friends Facebook page. This shows that the library is an important source of community information and a continual community presence.

For example, they make a point of attending selectmen meetings and posting anything from them that they think might interest the community. They participate in many community events and work with the Rotary and Lions clubs. The group has doubled in membership since starting Facebook.

Other technology tips discussed included making web pages as mobile friendly as possible. For example, blogs function better for mobile users because postings can be forwarded to Facebook or Twitter.

FOCL uses a WordPress blog as the structure for its web site. Patch, an online newsletter in many communities, is one blog-like place to post events.

Including photos of children’s events is sure to boost visits to the web site (Flickr was recommended as a place to post photos). One group uses a wiki as a place to put board documents.

Book sale tips included doing a children’s-only book sale or holiday book sales, highlighting coffee table books at Christmas, wrapping themed sets with ribbons with a book mark, giving Friends members a free book at the sale, donating books to Head Start as a way to build community relations, and thanking book-sorting volunteers with a free massage.

There was much discussion about newsletters and mailings, both print and electronic. Some groups have switched entirely to electronic distribution. Some use Constant Contact. Others still send paper newsletters and mailings. These might be inserted with the free local newspaper or distributed as bulk mail or “every door direct mail.” (Check the U.S. Postal web site for size limits, other restrictions, price per piece, etc.) One group got new members from businesses through this route, but traditional members did not respond. Some Friends groups piggyback with library newsletters or mailings. One group got larger donations (Continued on page 9)
Small Towns, continued

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from an email than from the general mailing. For paper solicitation, groups could print forms on different colors to measure which avenues have the best return.

Membership drives varied from mailing to everyone, targeting specific neighborhoods, at events, or year round.

For groups looking for guidance on by-laws, vision/mission statements, planning, and how to attract and keep members, Engels reminded everyone to visit the “Resources for Friends” page on the FOCL web site (http://foclib.org/resources-for-friends/)

Retreat, continued

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support their libraries through education, advocacy, training and resources.

The vision statement: Friends of Connecticut Libraries is dedicated to helping Connecticut residents realize their full potential. Lives are enriched through a lifelong relationship with ideas, art, literature, information and technology. Through FOCL’s efforts, Friends groups will help support their libraries, thereby enhancing the cultural, educational and career opportunities available to Connecticut residents. Friends of Libraries groups will become a real force to be reckoned with.

The list of core values consist of:

Communication
— To share our goals and values with all and welcome their ideas

Support
— to provide quality resources and training in a timely manner

Leadership
— to advocate for libraries and Friends of Libraries groups, anticipating and understanding their needs and striving to meet them with integrity

Teamwork
— to work together with others, reflecting and celebrating our differences and showing a willingness to be flexible

Satisfaction
— to thoughtfully accomplish something meaningful and have fun at the same time

These policies came after much discussion, both as a large group and as three smaller groups. The director of the Avon Free Public Library, Virginia Vocelli, and Debbie Hernandez of the Stafford Friends were involved in the discussions, which were facilitated with the help of Timothy Cole -- a research, planning and development expert with West Wind Consulting of Hartford.

The mission statement was designed to give a clear and short explanation of the purpose of the group. The vision statement tells what the group stands for. The core values explain the principles guiding the group’s activities.

While group members said some of these ideas are understood, they thought it necessary to have them in writing to make it easier to define the reason the group exists. Some also expressed a desire to have FOCL become better known in the state so that it can not only continue to exist but to grow.

A strong Friends of Connecticut Libraries can support individual Friends groups in Connecticut through education, advocacy, training and resources.

Those groups can in turn help support their libraries.

The next step is where FOCL wants to go in the future.
Library Boards, Friends Groups Succeed By Cooperating

FOCL, the Association of Connecticut Library Boards, the Connecticut Library Association (CLA) and the Connecticut State Library collaborated on a program titled “Whose Responsibility Is It?” at the CLA annual conference May 7.

The program was the culmination of a project that all the organizations have been working on for several months, a revision of the “Working Together Roles and Responsibilities” document that spells out the roles that library directors, Friends and trustees play.

This panel discussion presented an overview of the document itself, then showed how its principles can be applied to real world scenarios to ensure the smooth operation of a library. Panelists were:

- Barbara Bailey, director of the Welles Turner Library in Glastonbury and chair of the CLA Public Libraries Section
- Carl Nawrocki, past president and book sale chairperson Friends of the Salem Library and FOCL president
- Shani Burke Specht, president of the Bethel Library Board and vice president of the Association of Connecticut Library Boards
- Mary Engels, State Library liaison to friends and trustees and moderator of the panel

The document is posted on the FOCL web page at: http://tinyurl.com/7fpxa5o. Working Together explains how the library director is responsible for the management and operation of the library, the trustees are the policy makers and responsible for governance and the Friends are advocates and fundraisers. The document can serve as a guide for all types of public libraries, no matter what their governing structure.

After Working Together was explained, the panelists each explored a situation that might arise in a library and how the document helps work through the challenges so that the library can continue to address the needs of a community.

Bailey’s scenario focused on teens who are disruptive in the library and bothering other patrons. The director drafts behavior guidelines that are approved by the board and also plans for space and programs for the teens, plans incorporated into an overall policy approved by the board.

Nawrocki presented the case of a small town library that expanded its space, which rapidly increased patronage but was not matched by an increase in staffing. It needed to address the question of how best to use volunteers at the circulation desk. The board and library director worked on a policy that included training volunteers. Friends helped by recruiting volunteers.

Specht drew on her experience with a capital campaign. The library needed to repair the roof and renovate an old part of the building, which is now used for storage. The library director and staff determined the need for, and extent of, renovations, which the board evaluated and approved.

They all moved on to financial planning and advocacy with the director making the first budget determination, then working with the board and Friends on fundraising. The board developed a capital campaign with help from the library director and Friends. As always, the Friends were staunch advocates for the increased funding.

To see the presentation that accompanied the discussion, go to: http://tinyurl.com/6mxbwv and click on “Working Together for Stronger Libraries.”
Publicize, continued

(Continued from page 1)

By publicizing their groups Friends can get advocates, donations and members, Frede said.

She pointed to the Enfield Friends group as an example of one that has a good presence on their library’s web site, with information on what they are about, how to join and their book sale.

Frede gave a long list of how Friends can publicize themselves including:
- Creating business cards
- Going to PTO or PTA meetings
- Writing or visiting local politicians
- Contacting chambers of commerce
- Posting in church bulletins
- Setting up exhibits around town, especially at any festivals
- Speaking to community groups, such as the Rotary or the Kiwanis

“Do you have a corner of the library where you promote everything that Friends are doing?” she asked. Do you make it easy for people to join or give donations?

Holding contests is a great way to get the community aware of you, Frede said.

Friends need to be able to define themselves, tailor their publicity to the age group they want to reach and publicize themselves on the library’s and their own web pages and on Facebook, she said.

Friends must have an answer ready if someone asks what the group is all about, she said. Think of it like a person going on a job interview and being told, “Tell me something about yourself.”

Friends need to consider what the motivation might be for people to join – strengthening the community, acquiring knowledge, meeting people. Put membership applications out in the community – at colleges, schools, Scouts and senior centers.

In recruiting members, groups should have specific jobs they want done and how long they might take: Come up with ideas? Write press releases? Recruit new members? For high school students, Frede recommends having short-term tasks for them.

Make sure library staff know about and are sold on what you are doing so that they can help promote it. And be sure the library is passing along phone calls or questions about Friends groups or events to you.

They might pay for an advertisement as long as they can put their name on it somewhere as a sponsor. If nothing else, they might promote an event in their newsletter or on their company bulletin boards.

Make sure you send press releases to the area newspapers, TV and radio stations. If you have a Patch.com online newspaper in your town, it will print most things you submit.

A press release can be a simple form of who, what, when, where, why and why should people care. Then add two sentences saying the Friends are sponsoring the event and what they are. Make sure you give a contact name and phone number in case a reporter has questions. During an event, take photos and submit them to media outlets.

Create eye-catching flyers and websites that target the audience you are trying to attract. Use clip art from the internet to liven them up.

And don’t forget to include the magic words on all flyers: Sponsored by the Friends of the Library.
Elegy on the Obsolescence of Libraries

The president of the Friends of the Ridgefield Library, Ann Jepson, shares this poem, which was inspired by a crowd waiting for the library to open. We print it here with her permission.

This morning
I was reminded of that smartest
and most social of farm animals,
the pig --
how in the days of the family farm
a little before feeding time
they would line up at the trough
in anticipation of the feast to come,
boars, sows, piglets
all waiting for the gate to open
and the morsels to flow,
rinds, peels, breakfast’s wake-up grounds,
noon’s lunch, last night’s dinner,
a sleepless night’s snack, celebration’s sweets,
all the rewards of man’s abundant repasts.

So when I went to the library
ten minutes before opening time
and saw that smartest and most social of the primates,
the human --
man, woman, child
waiting in anticipation for the doors to open
to peruse or check out
CDs, DVD’s, biographies, memoirs, fiction,
nonfiction, poetry, newspapers, magazines,
travel books, computer programs,
all the rewards of the race’s reveries,

I thought -- Naysayers,
we will be here,
waiting at the trough,
for some time to come.

Ann Jepson
Aug. 18, 2011